



**HUMAN RESOURCES OFFICE
TECHNICIAN / AGR ADMINISTRATIVE INSTRUCTION
(TAAI)**

Number: 06-29

10 July 06

OPM IMPLEMENTS NEW SERVICE CREDIT SYSTEM

1. Have you submitted an application to make a deposit for temporary Federal employment or a redeposit of previously refunded Civil Service Retirement System (CSRS) contributions? If yes, read on.
2. The Office of Personnel Management (OPM) has implemented a new service credit system that allows employees who have an **established** deposit and/or redeposit account to obtain an updated billing statement by calling OPM's toll-free phone number, 1-888-767-6738, or by sending an email to retire@opm.gov (with "Deposit Inquiry" in the subject line). Have your Civilian Service Deposit (CSD) number available if calling, or include in the body of the email. OPM customer service specialists are available Monday – Friday, 7:45 a.m. to 7:45 p.m., Eastern Time. The best time to call is early in the morning.
3. OPM customer service specialists can update the accrued interest owed and generate a new statement that is mailed to the customer. The status of a service credit account can also be obtained by calling the toll-free number. However, do not reapply to obtain a status report. Duplicate applications slow the process down. Calls will be forwarded to the Refund and Deposit Section if the customer service specialist determines it is necessary. The new service credit system applies only to **civilian** service, and not to deposits for military service. Also, you cannot apply to make a credit deposit/redeposit by calling the toll-free number.
4. Deposit service is a period of Federal employment during which retirement contributions were not withheld from your salary. Examples include temporary service and time working on an intermittent work schedule. Redeposit service is service where you contributed to the retirement fund and later took a refund of those contributions. In some cases the deposit or redeposit may be necessary to make the service creditable and/or avoid a reduction in annuity benefits.
5. Civil Service Retirement System (CSRS) employees wishing to make a civilian service deposit or redeposit must complete a Standard Form 2803, Application to Make Service Credit Payment. Federal Employees Retirement System (FERS) employees wishing to make a deposit or redeposit must complete the Standard Form 3108, Application to Make Service Credit Payment. Both of these forms are available on OPM's website at <http://www.opm.gov/forms/html/sf.asp>. Once complete, submit forms to the Human Resources Office (HRO).
6. Please note that the information presented here applies to deposits and redeposits for **civilian** service only and does not apply to deposits for military service. Any questions concerning civilian or military service deposits should be addressed to HRO Customer Service at (918) 854-3601/3062 or DSN 466-3601/3062.


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